

COVER PAGE TO BE SENT WITH QUESTIONNAIRE TO REFERENCED SOURCES

The information obtained from this questionnaire will be utilized to evaluate the past performance of Offerors making proposals on Defense Logistics Agency (DLA) RFP number SP0700-99-R-7003.

1. Purpose of Questionnaire

The Defense Supply Center, Columbus is soliciting information about the capabilities and performance of _____ to assist in considering this firm for DLA work. DLA is a combat support agency with a primary mission of providing fuels, supplies, and services to American military forces worldwide. This includes the management of over four million consumable items, the processing of more than 30 million annual distribution actions, and the administration of over \$900 billion dollars of DoD other agency contracts.

Please return this questionnaire via mail, fax, e-mail or courier, to Defense Supply Center, Columbus, ATTN: A-76 Contract Support Office, DSCC-DR, P.O. Box 3990 Columbus, Ohio 43216-5000 **OR** fax to (614) 692-6273 **OR** email defense_depots@dsccl.dla.mil **OR** Courier Service to 3990 East Broad Street, Columbus, OH 43213 by close of business May 28, 1999. If you have any questions on the information requirements, please contact DSCC-DR at (614) 692-2258, DSN 850-2258.

2. Questionnaire Instructions

The questionnaire covers several topics designed to provide basic information regarding _____ background and capabilities and your satisfaction with their performance.

The format of the questionnaire follows a five-point scale with 5 being Exceptional, and 1 being Unsatisfactory. Exceptional is defined as performance which meets all contractual requirements and exceeds many. Satisfactory is defined as performance meets contractual requirements. Unsatisfactory is defined as performance that does not meet most contractual requirements and recovery is not likely in a timely manner.

Please circle the appropriate response.

PAST PERFORMANCE QUESTIONNAIRE

I. CONTRACT IDENTIFICATION

Evaluator/Company Name:

Purchase Order Number:

Customer Point of Contact:

Length of Contract:

Dates of Performance:

Initial Contract Cost:

Current/Final Contract Cost:

Description of Product and/or Service Provided:

Please list the facilities in which the contractor operated:

II. CUSTOMER'S ORGANIZATION

Company/Organization Name/Address:

Company/Organization Description:

III. EVALUATOR IDENTIFICATION (this information shall not be released)

Evaluator Name and Title:

Evaluator Signature:

Evaluator Voice and FAX Numbers:

Evaluator E-Mail:

****Evaluator: Please circle one response for each question on the following pages and provide comments as appropriate.**

PAST PERFORMANCE QUESTIONNAIRE

I. CONTRACT IDENTIFICATION

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Purchase Order Number:

Customer Point of Contract

Length of Contract:

Dates of Performance:

Initial Contract Cost:

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Description of Product and/or Service Provided:

Please list the facilities the contractor operated in:

II. CUSTOMER'S ORGANIZATION

Organization Name/Address: _____

Organization Description: _____

III. EVALUATOR IDENTIFICATION (this information shall not be released)

Evaluator Name and Title: _____

Evaluator Signature: _____

Evaluator Voice and FAX Numbers: _____

Evaluator E-Mail: _____

****Evaluator:** Please circle one response for each question on the following pages and provide comments as appropriate**.

IV. EXPERIENCE INTERFACING WITH MULTIPLE CUSTOMERS

1. How would you rate this contractor's ability to perform physical distribution for a minimum of 50 customers?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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Comment:

2. How would you rate this contractor's transition of operations being imperceptible to multiple customers?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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Comment:

3. How would you rate this contractor's transition of operations relating to the infrastructure of your organization and other business partners?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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Comment:

4. How long was the transition period? _____
 5. How long before this contractor's performance measured up to your company's full performance standard? _____

V. OPERATION OF PROPRIETARY DATA SYSTEMS

6. How would you rate this contractor's ability to operate proprietary data systems?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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7. The level of integration experience this contractor demonstrated to enhance performance utilizing the state of the art automation combined with current software, etc. to increase efficiency of operation is rated?

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Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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VI. ABILITY TO MEET CUSTOMERS REQUESTS FOR SPECIFIC DELIVERY TIMEFRAMES

8. To what extent did the contractor adhere to contract delivery schedules?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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9. Did the contractor display initiative in meeting requirements?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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10. To what extent was the contractor able to complete inventories on schedule?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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11. How well was the contractor's staff trained?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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12. To what extent has the contractor's stability or level of support changed?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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13. To what extent did this contractor provide timely technical assistance both on-site and off-site, when responding to problems identified by customer and/or corporation?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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VII. PERFORMANCE HISTORY

14. How would you rate this company's overall performance on this contract?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
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15. Were the contractor's reports and documentation accurate and complete?

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	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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16. How would you rate the contractor's ability to submit required reports and documentation in a timely manner?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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17. To what extent was the contractor's problem tracking/reporting documentation timely, accurate and of appropriate content?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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18. Did this contractor commit adequate resources in a timely fashion to the contract in order to meet the requirements and to successfully solve problems?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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19. Did this contractor deployed skilled resources capable of executing requirements within and outside scope of performance?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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20. To what extent do you believe the contractor can meet increased demands for quantity and quality?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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21. To what extent did this contractor respond positively and promptly to technical directions, contract change orders, unique task orders, etc.?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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22. To what extent did this contractor submit change orders and other required proposals in a timely manner?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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23. How would you rate this contractor's safety records;
A. Occurrences

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	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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B. Documentation

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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24. Was performance executed at contractor-owned facilities?

No		Yes	
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25. Was performance executed at company-owned facilities?

No		Yes	
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26. How would you rate the contractor performance during transition period, i.e., from initial sign on to full performance?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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27. Has this contractor been the cause of any disruption in your operations? If so, please explain cause and extent of disruption. have any experience with strikes or national disasters? If so, please explain.

28. Has this contractor experienced any strikes or national disasters during the performance of your contract?

VIII. WAREHOUSING AND DISTRIBUTION OPERATIONS

29. How would you rate this contractor's ability to perform in a depot with slow-moving stock?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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30. How would you rate this contractor's ability to perform in a depot with active stock turnover?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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31. How would you rate this contractor's ability to plan and cope with surge requirements?

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	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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32. To what extent was the contractor's inventories accurate?

	Exceptional Accuracy of 99%-100% 5		Very Good Accuracy of 95%-98% 4		Satisfactory Accuracy of 90% -94% 3		Marginal Accuracy of 76%-89% 2		Unsatisfactory Accuracy of Less than 75% 1
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33. How would you rate this contractor's performance in receipt of inbound material to include offloading, tallying, inspecting, handling and stowing materiel, as well as documentation?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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34. How would you rate this contractor's ability to identify, locate and pull stock setforth in customer issue requirements?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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35. Were there multiple stock locations involved?

	No		Yes
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36. How would you rate this contractor's ability to stow material in a condition ready for issue?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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37. How would you rate this contractor's accuracy to fill orders?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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38. How would you rate this contractor's skills in package and packing as required by type of material and/or customer specifications?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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39. How would you rate this contractor's response time beginning with the request to fill an order to the time that order is ready to ship?

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	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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40. To what extent was this contractor's quality control measure deployed in relations to;
A. Safety of personnel, handling of material, facilities, and operations?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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B. Handling of material

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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C. Facilities

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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D. Operations

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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IX. CUSTOMER SATISFACTION.

41. Was the contractor able to solve contract performance problems without extensive guidance from your organization?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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42. To what extent was the contractor professional and courteous with your organization's staff?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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43. To what extent was the contractor flexible and accommodating with your organization?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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44. Would you hire this contractor again?

	No		Yes
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45. Has any contract with this contractor been partially or completely terminated for default or convenience?

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<input type="checkbox"/>	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	Default
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Convenience

If yes, please explain and indicate status: _____

46. Are there any pending terminations?

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes
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If yes, please explain and indicate status: _____

47. To what extent did the contractor meet the proposed cost - price?

<input type="checkbox"/>	Exceptional 5	<input type="checkbox"/>	Very Good 4	<input type="checkbox"/>	Satisfactory 3	<input type="checkbox"/>	Marginal 2	<input type="checkbox"/>	Unsatisfactory 1
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48. Have any show cause or cure notices been issued? (if applicable)

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes
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49. To what extent was this contractor effective in interfacing with corporate staff?

<input type="checkbox"/>	Exceptional 5	<input type="checkbox"/>	Very Good 4	<input type="checkbox"/>	Satisfactory 3	<input type="checkbox"/>	Marginal 2	<input type="checkbox"/>	Unsatisfactory 1
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50. If this contractor's performance was a reflection of your company, in any way do you feel they reflected a less than positive image?

<input type="checkbox"/>	Exceptional 5	<input type="checkbox"/>	Very Good 4	<input type="checkbox"/>	Satisfactory 3	<input type="checkbox"/>	Marginal 2	<input type="checkbox"/>	Unsatisfactory 1
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X. ABILITY TO MANAGE CONTRACT

51. To what extent did the contractor meet the proposed cost estimated? How adequately did the contractor control costs associated with this contract?

<input type="checkbox"/>	Exceptional 5	<input type="checkbox"/>	Very Good 4	<input type="checkbox"/>	Satisfactory 3	<input type="checkbox"/>	Marginal 2	<input type="checkbox"/>	Unsatisfactory 1
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52. Did the contractor provide for effective overall contract management?

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	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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53. Did the contractor coordinate, integrate and provide for effective subcontractor management?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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54. To what extent was the contractor able to solve contract performance problems without extensive guidance from corporate counterpart?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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55. Were you able to make contact with contractor management on the first attempt?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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56. Do you feel that the company's record keeping practices supported your needs?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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57. Were administrative issues resolved to your satisfaction?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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Comments:

XI. ENVIROMENTAL

58. Does this contract include receipt/storage/shipment and disposal of Hazardous or Radioactive Material?

	No		Yes
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59. How would you rate the contractor's knowledge regarding regulations associated with Hazardous and Radioactive Material?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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60. How would you rate this contractor's compliance to federal, state and local laws for Hazardous and Radioactive Material?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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61. How would you rate this contractor's emergency plans for containment of spills or contamination?

	Exceptional 5		Very Good 4		Satisfactory 3		Marginal 2		Unsatisfactory 1
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XII. GENERAL

62. In the event of an incomplete order, what has the contractor done to accommodate both you and the customer?

63. What was the basis for selection of this contractor?

64. Is there any other information you would like to provide in addition to the above questions?
